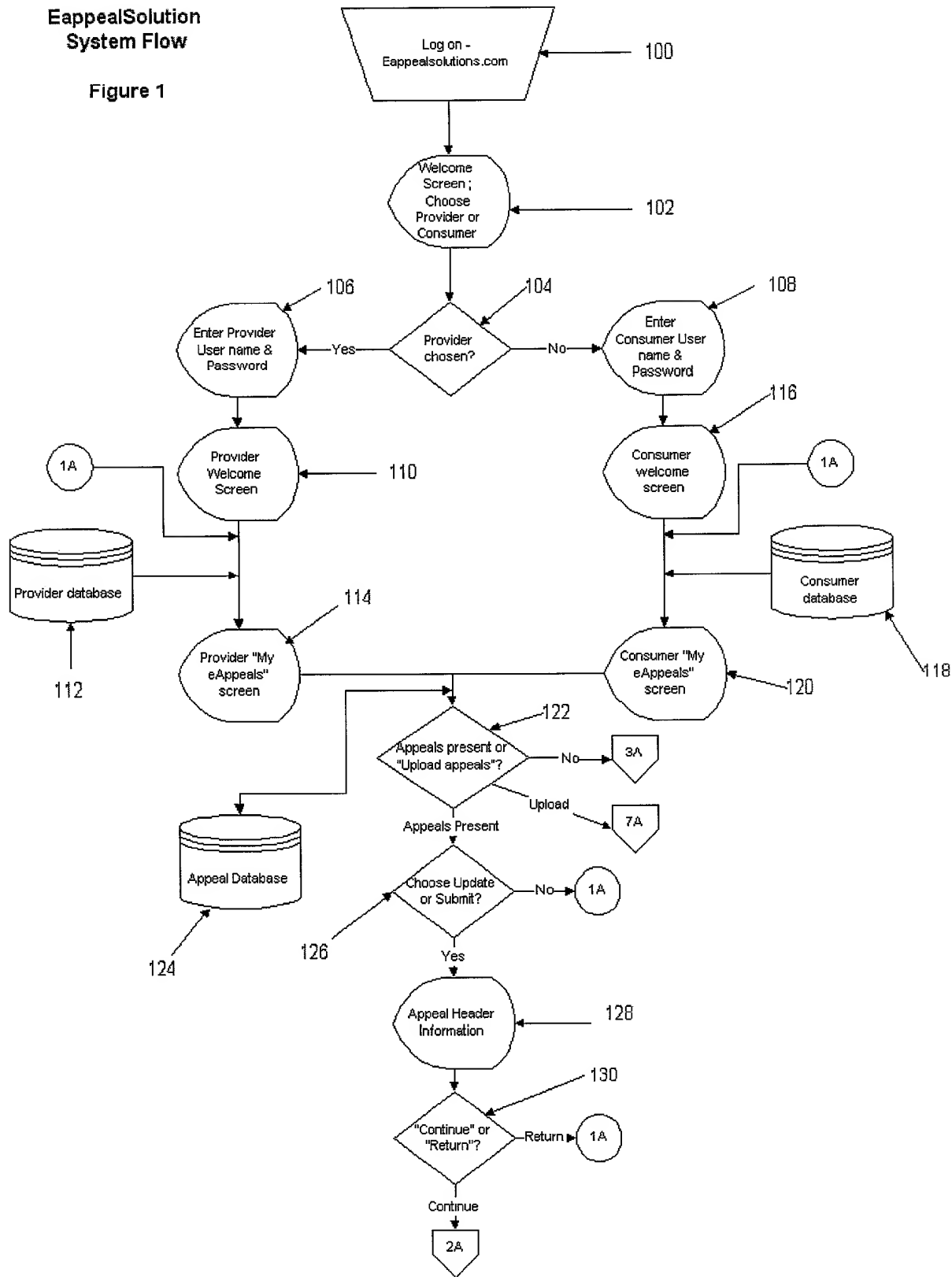


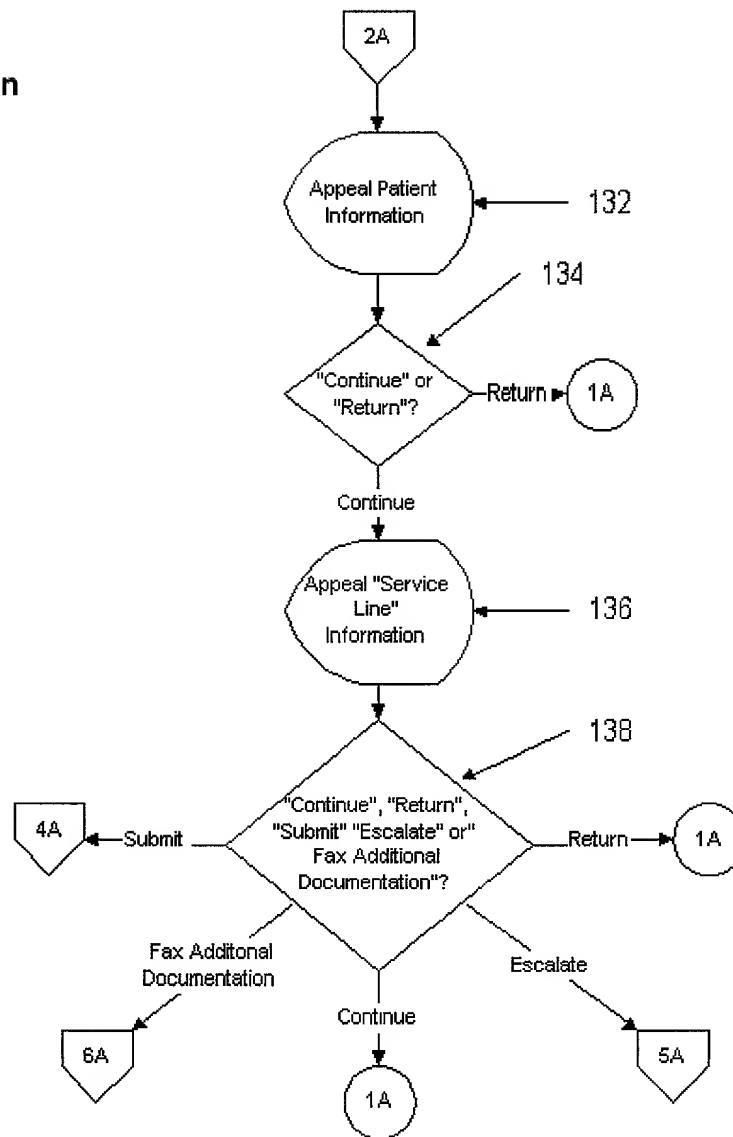
# EappealSolution System Flow

Figure 1



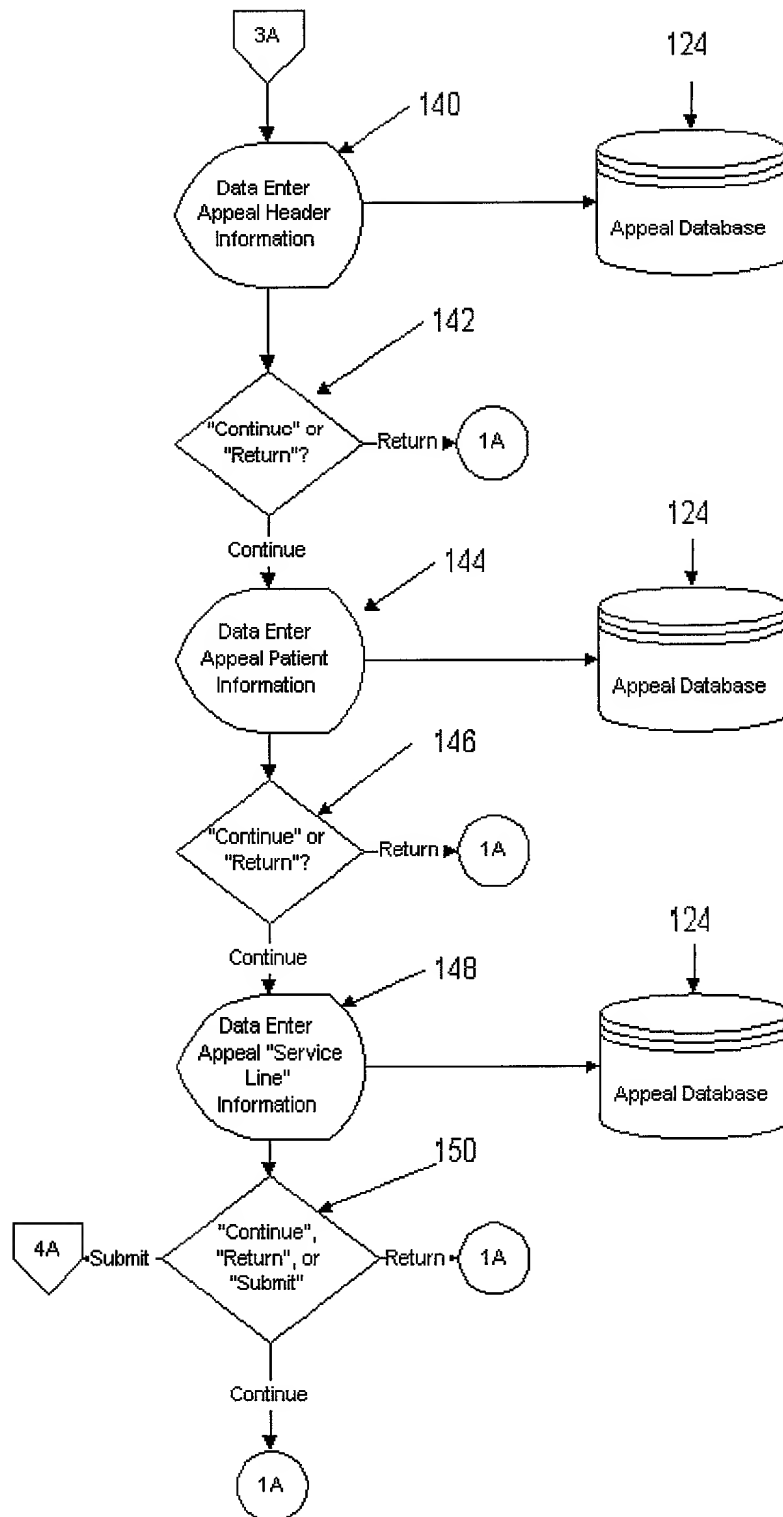
# AppealSolution System Flow

Figure 2



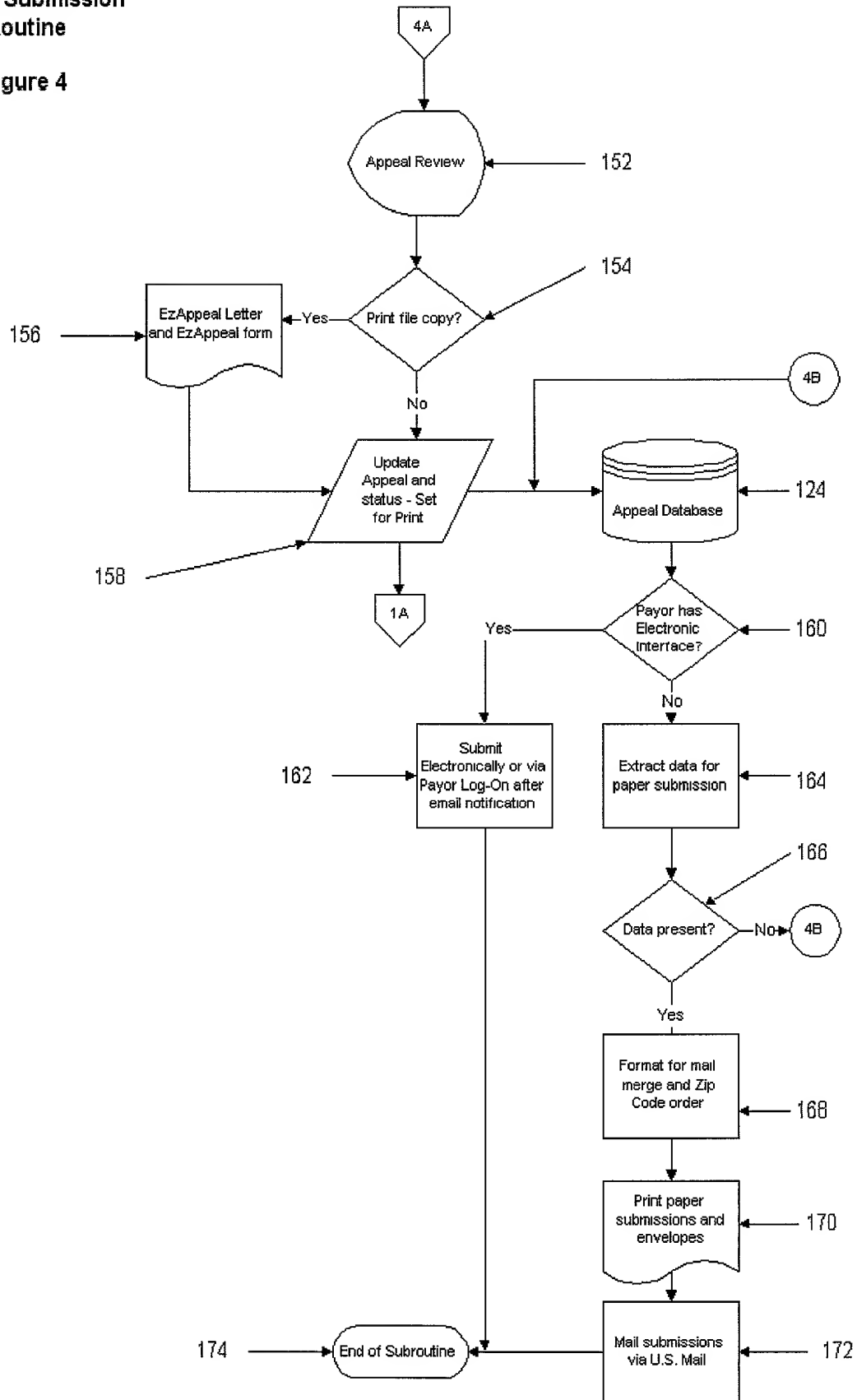
## Manual Appeal Entry Routine

Figure 3



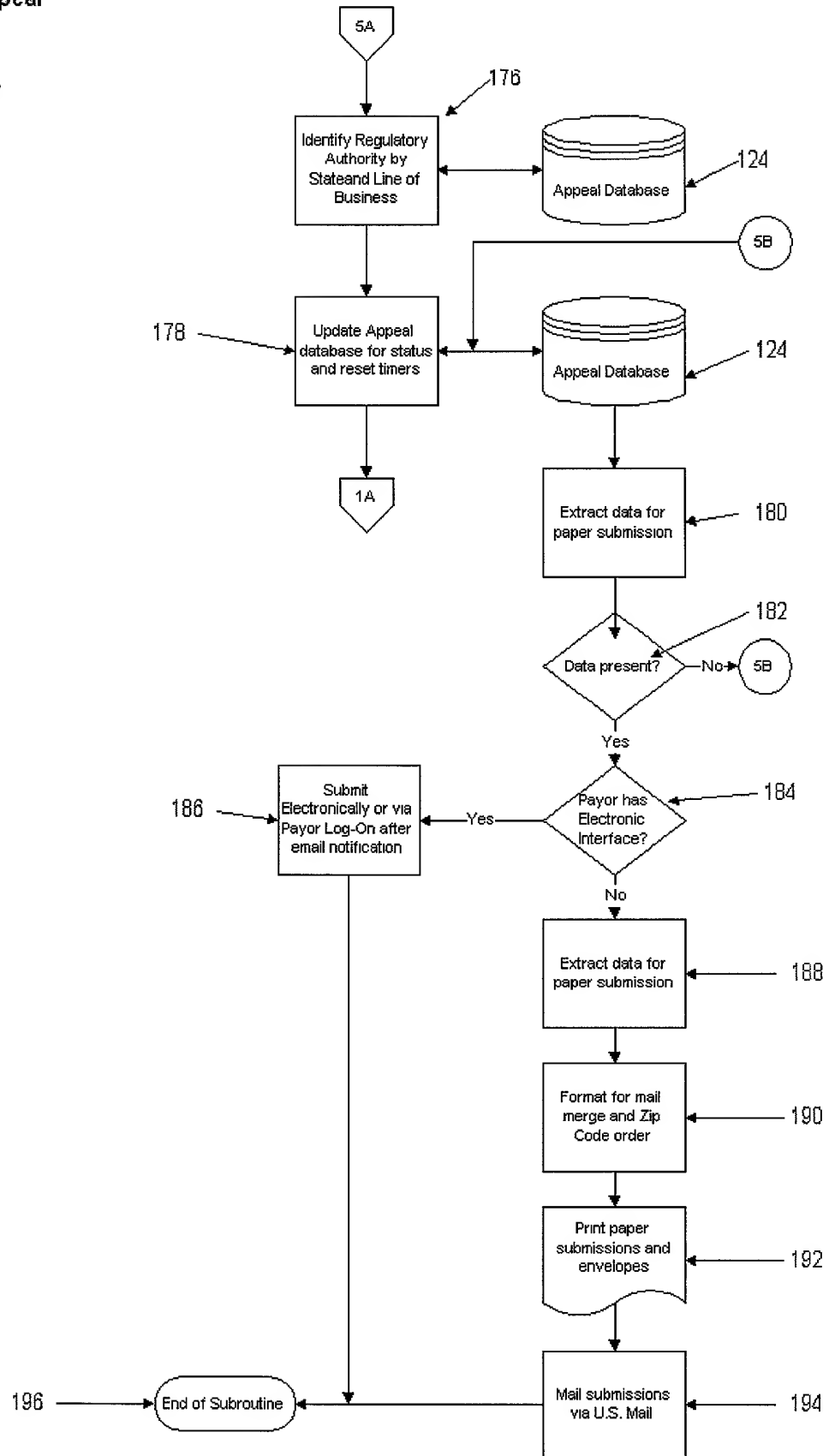
# Appeal Submission Routine

Figure 4



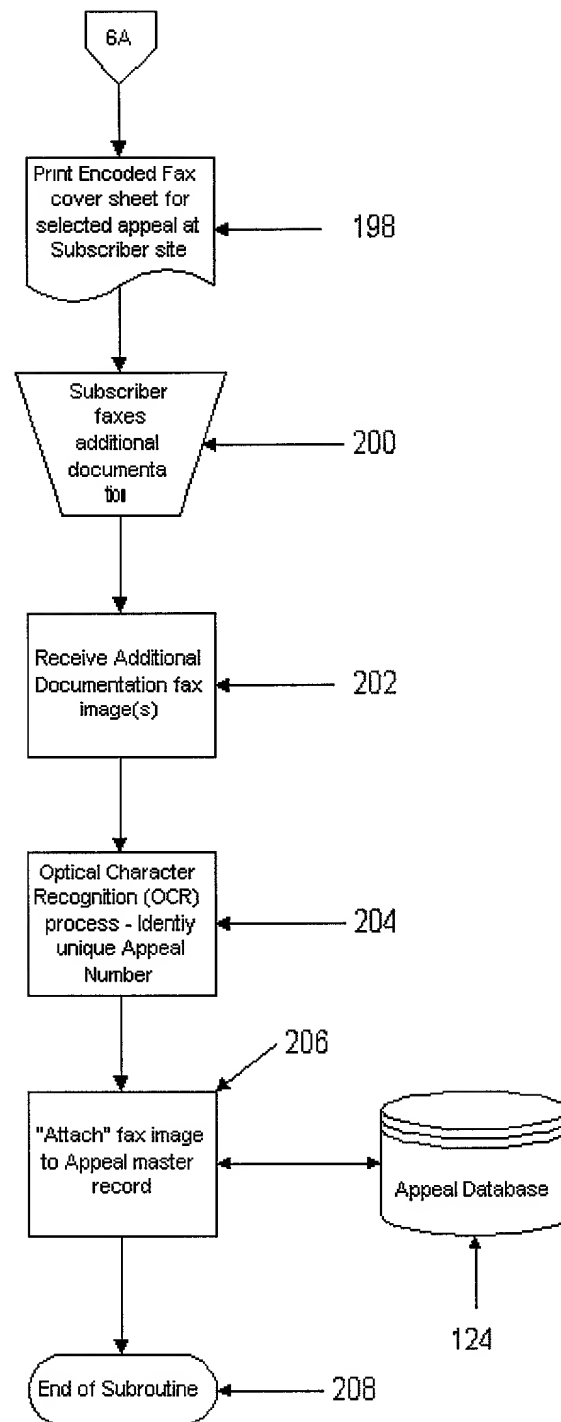
# Escalate Appeal Routine

Figure 5



## Fax Additional Documentation Routine

Figure 6



## Upload Appeal(s) Routine

Figure 7

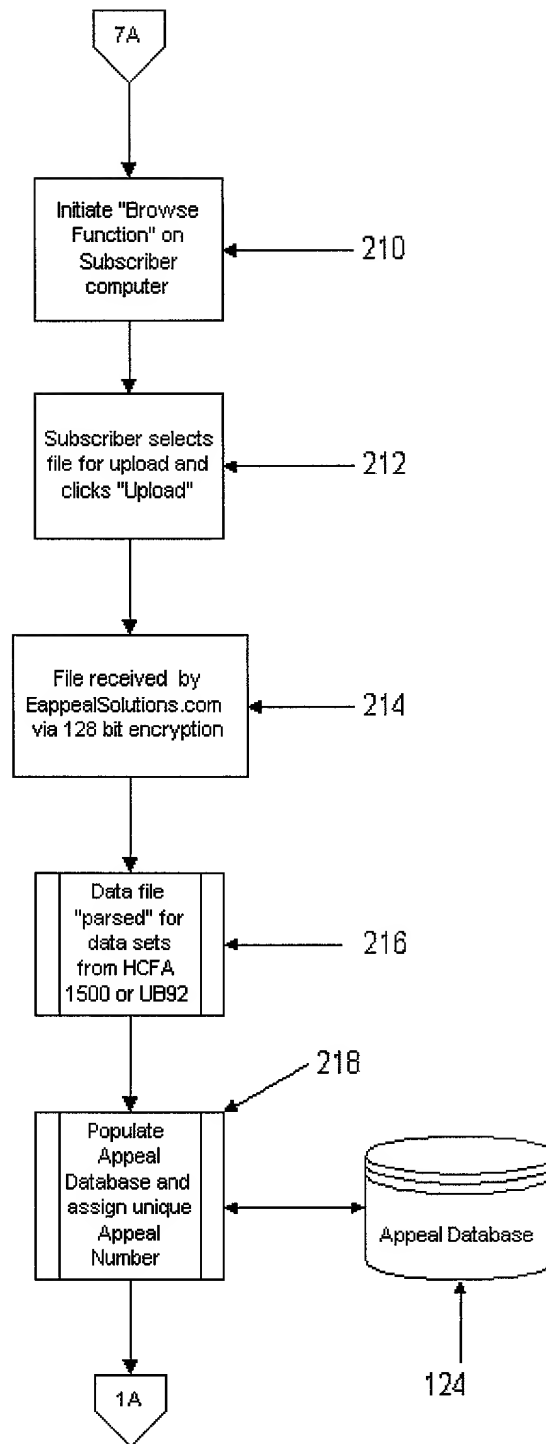


Figure 8

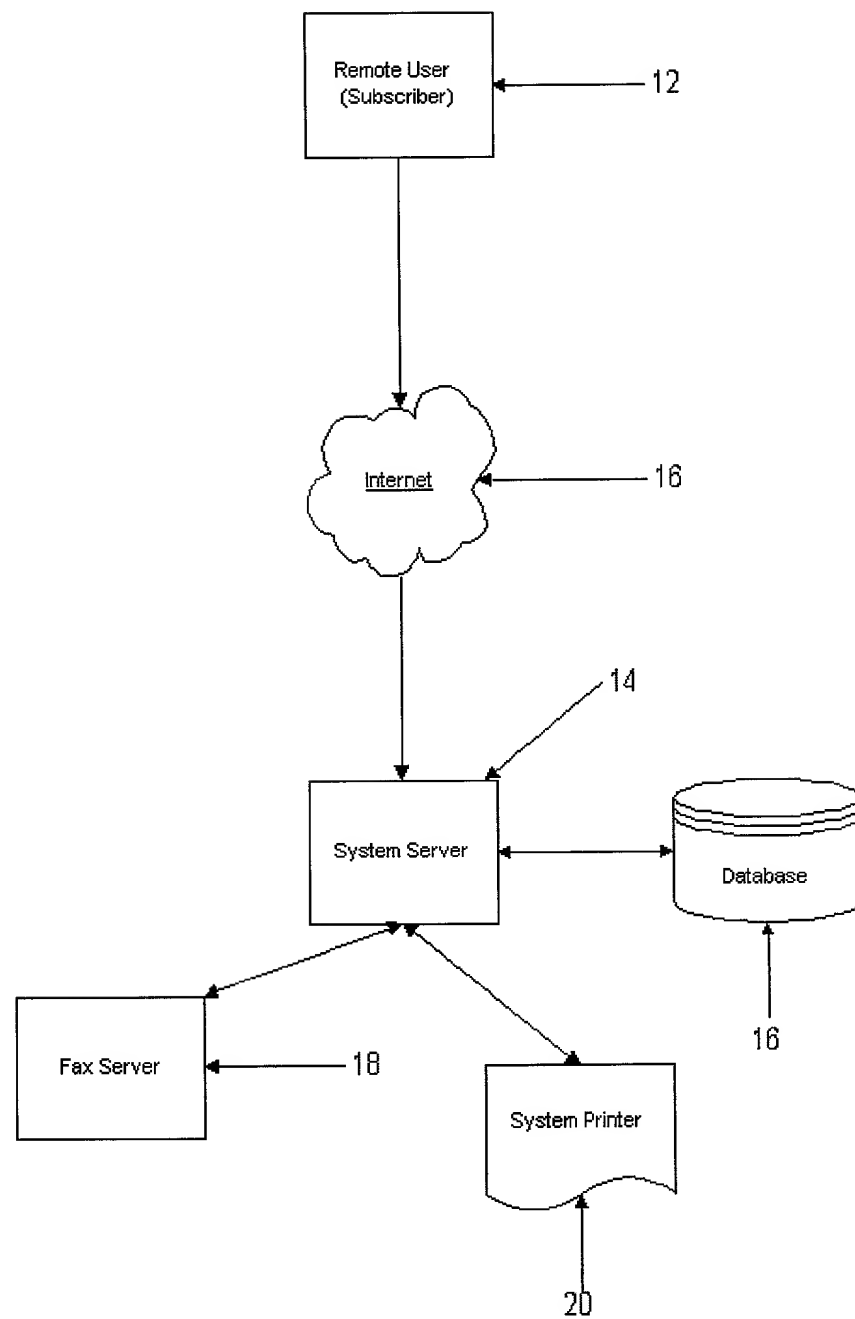
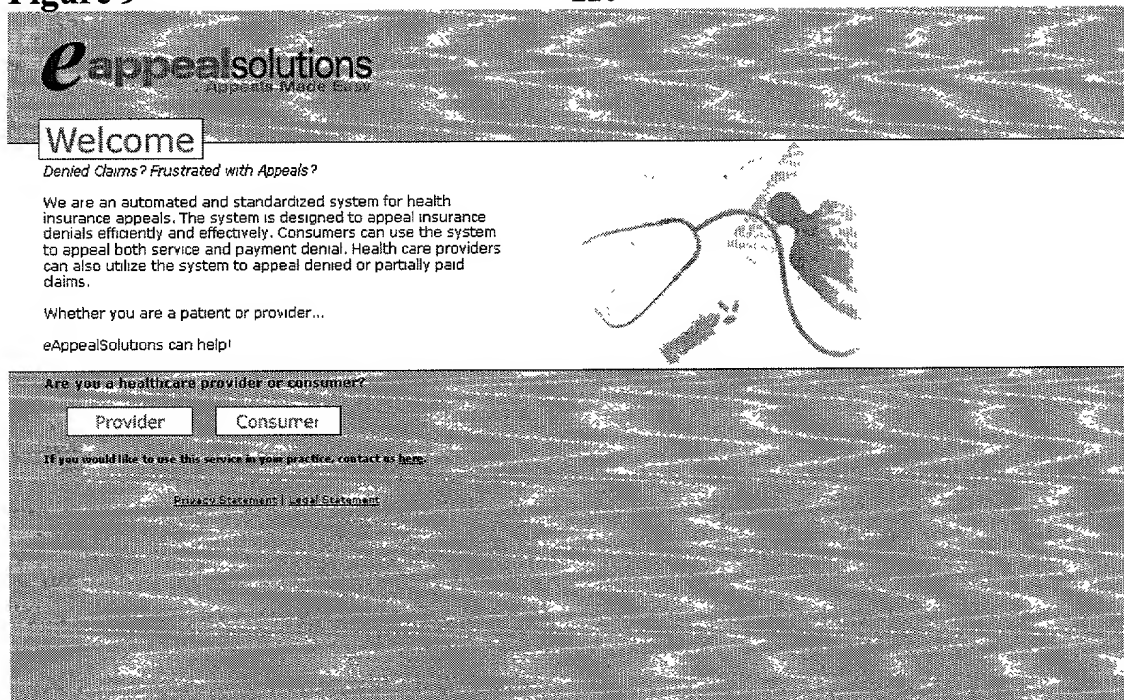




Figure 9

220



The image is a screenshot of the eAppealSolutions website. At the top, the logo "eAppealSolutions" is displayed with the tagline "Appeals Made Easy". Below the logo, a "Welcome" section is titled "Denied Claims? Frustrated with Appeals?". The text explains that the system is an automated and standardized system for health insurance appeals, designed to appeal insurance denials efficiently and effectively. It states that consumers can use the system to appeal both service and payment denial, and health care providers can also utilize the system to appeal denied or partially paid claims. A small illustration of a person wearing glasses is shown to the right of the text. Below the text, it says "Whether you are a patient or provider..." and "eAppealSolutions can help!". At the bottom, there is a section titled "Are you a healthcare provider or consumer?" with two buttons: "Provider" and "Consumer". Below these buttons, it says "If you would like to use this service in your practice, contact us here:" and "Privacy Statement | Legal Statement".

**eAppealSolutions**  
Appeals Made Easy

## Welcome

*Denied Claims? Frustrated with Appeals?*

We are an automated and standardized system for health insurance appeals. The system is designed to appeal insurance denials efficiently and effectively. Consumers can use the system to appeal both service and payment denial. Health care providers can also utilize the system to appeal denied or partially paid claims.

Whether you are a patient or provider...

eAppealSolutions can help!

**Are you a healthcare provider or consumer?**

If you would like to use this service in your practice, contact us [here](#).

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Figure 10

222

Bookmarks Location: file:///H:/provider/provider\_login.html What's Related

Instant Message WebMail Contact People Yellow Pages Download Find Sites Channels RealPlayer

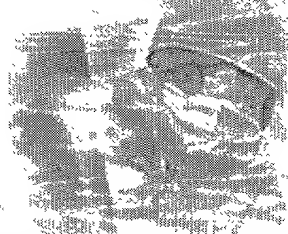
Back Forward Reload Home Search Netscape Print Security Shop Stop

# eappealsolutions

Appeals Made Easy

## Provider Area

eAppealSolutions is dedicated to assisting the healthcare provider with filing appeals. We simplify the appeal process by using a reliable and secure communication exchange between healthcare providers and the health insurance company. The eAppealSolutions system automates and standardizes the confusing appeals process.



User ID:   
 Password:

If you would like to use this service in your practice, sign up [here](#).

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You are offline. Choose Go Online to connect

Figure 11

224

**eAppealSolutions**  
Appeals Made Easy

**Consumer Area**

It has happened to all of us. Sometimes your health insurance company refuses to pay for medical services. Other times, you need to see a healthcare provider outside an approved list. Unfortunately, getting the benefits you deserve may be difficult. If an HMO or other health insurance company denies your claim, or refuses certain medical care, what do you do? File an appeal.

Without knowing the rules, filing an appeal can be confusing, drawn-out, and frustrating. eAppealSolutions is here to help.

User ID:   
Password:

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Figure 12A

226

**eAppealSolutions**  
Appeals Made Easy

USER: GOSMIL

[New Appeal](#) | [Upload HCFA 1500](#) | [Pending Appeal](#) | [1st Level Appeal](#) | [2nd Level Appeal](#)

**My eAppealSolution**

Welcome to your eAppealSolution page. The status of your appeals is presented below. Please update your appeals with any responses you receive from payors.

**Pending Appeal = 30**  
**1st Level Appeal = 20**  
**2nd Level Appeal = 10**

[Upload Appeals From Electronic Claims File](#)

[Privacy Statement](#) | [Legal Statement](#)

Figure 12B

228

The screenshot shows the 'Consumer' section of the eAppealSolutions website. At the top left is the eAppealSolutions logo. To its right, a navigation menu includes links for 'About us', 'Site map', 'Contact us', 'FAQ's', and 'News & Info'. Further right, a 'My eAppealSolution' section contains links for 'Calendar & Addresses', 'Update my Information', 'Change my Password', 'File A New Appeal', 'View an Appeal', and 'Update my Appeals'. A user status bar indicates 'User jdoe logged in. myeAppealSolution'. Below this, a welcome message reads: 'Hello Jane. Welcome to your eAppealSolution page. Below is the status of your appeals. Please update your appeals with any responses you receive from insurance plans.' A table follows, displaying appeal details for two patients.

Appeal Patient	Insurance Plan	Claim Nu...	Sent On
<b>77689</b> Doe, Jane	Foundation Health	97645377789	07/05/2000
<i>The appeal timeframe has expired and has not been updated with ...</i>			
<b>23456</b> Doe, Baby Girl	Foundation Health	99909090999	06/03/2000
<i>The appeal is thirty (30) days old and has not been updated with ...</i>			

Figure 13

230

The screenshot shows the eAppealSolutions website with a navigation bar. The bar includes links for 'File Appeal', 'Check Appeal Status', 'Update Appeal Status', 'Update Account Information', 'Privacy Statement', and 'Email Offer'. Below the navigation bar, there is a small icon of a document with a magnifying glass.

This area of our site is designed to help you track and update the status of your appeals. You can also access your member profile to update any personal information.

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Figure 14

232

**eappealsolutions**  
Appeals Made Easy

USER: drsmith

Appeal Number: 12345 Patient Name: Jane A. Doe ID Number: 12345678900 Insurance Plan: Foundation Health Plan of FL Policy Group Number: 12345678900

**Update My Appeals**

The denial was upheld by the insurance plan.

Status:  Level:

Determination:

☐ Diagnostic procedure results  
☐ Consultation Reports  
☐ Hospital Chart Records

☐ Escalate this appeal to the next level of appeal.  
☐ Do NOT escalate this appeal and close.

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Figure 15

234

**eappealsolutions**  
Appeals Made Easy

USER: drsmith

Appeal Number: 12345

**Appeal Header Information**

Contact Name:  Entity Filing Appeal:

**Insurance Plan or Program** \*11c  
 Name:   
 Address:   
 City:   
 State:   
 Federal Tax ID Number:  \*25

**Physician's Supplier's Information**  
 Name:  \*31  
 Address:  \*33  
 City:  \*33  
 Telephone: (  )  \*33

**Explanation of Payment**  
 Claim Number:   
 Denial Type:   
 Doctor ID:   
 Denial Code:   
 Denial Reason:

**Facility Where Services were Rendered**  
 State:  \*32  
 Zip:  \*32  
 Fax: (  )  \*32

\* Required fields from HLCA 1500

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Figure 16

236

**eappealsolutions**  
Appeals Made Easy

USER: dr.smith

Appeal Number: 12345

### Appeal Patient Information

**Patient Information**

Line of Business: Choose

Last Name: Doe First Name: Jane MI: A

Birth Date: 10/10/1930 Gender: Female

Address: 2456 Middle Road City: Miami

Zip: 33313 State: Florida

Telephone: (305) 254-1234 Optional Relationship to Insured: self

**Insured Information**

ID Number: 12345678900 SSN Number: 12345678900

Last Name: Doe First Name: Jane MI: A

Address: 2456 Middle Road City: Miami

Zip: 33313 State: Florida

Telephone: (305) 254-1234 Optional Policy Group or FECA Number: 12345678900

Insurance Plan or Program Name: Foundation Health Plan of FL

[Continue](#) [Return](#)

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Figure 17

238

**eappealsolutions**  
Appeals Made Easy

USER: dr.smith

Appeal Number: 12345 Patient Name: Jane A Doe ID Number: 12345678900 Insurance Plan: Foundation Health Plan of FL Policy Group Number: 12345678900

### Appealable Services

Enter the service lines from the claim (HCFA 1500) that were denied or partially paid:

**Date(s) of Service:**

From: 02/02/2000 To: 02/02/2000 Place of Service: 22 Type of Service:

Procedure, Services, or Supplies	Modifier	Diagnosis Code	\$ Charges	Days/Units	\$ Paid	\$ Denied
CPT/HCPCS 1 99234		120.1	\$50.00	1	\$15.50	\$34.50
2						
3						
4						
5						
6						

[Continue](#) [Return](#)

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Figure 18

240

**eAppealSolutions**  
Appeals Made Easy

USER: dr.smith

Appeal Number	Patient Name	ID Number	Insurance Plan	Policy Group Number
12345	Jane A Doe	12345678900	Foundation Health Plan of FL	12345678900

### Additional Information

Enter any additional information or comments applicable to this appeal

[Continue](#) [Return](#) [Fax Additional Information](#)

[Privacy Statement](#) | [Legal Statement](#)

Figure 19

400

**eAppealSolutions**  
Appeals Made Easy

USER: dr.smith

Appeal Number	Patient Name	ID Number	Insurance Plan	Policy Group Number
12345	Jane A Doe	12345678900	Foundation Health Plan of FL	12345678900

### Your Appeal Is Complete

Thank you for using eAppealSolutions to file your appeal. We will forward this appeal directly to the health insurance plan.

eAppealSolutions will track this appeal against the applicable timeframes and update you via email if there are any updates to the appeal. If you receive any response related to this appeal, please update the information in the my eAppealSolutions area. Your eAppealSolutions appeal number is listed below:

**Appeal Number: 12345**

[Continue](#)

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**Figure 20**

**600**


<b>[Appeal Number 1234]</b>	<b>[Appeal Number 1234]</b>
August 10, 2000	
<b>FAX COVER SHEET</b>	
TO: eAppealSolutions Appeal Number 12345 Tel: (877) 463-0000 Fax: (305) 555-5555	
FROM: Sally Smith Dr. John Smith 1122 Main Street Miami, Florida 33133 Tel: (305) 860-0000 Fax: (305) 999-9999	
RE: Additional Information for eAppealSolutions Appeal Number 1234	
Number of Pages:      (including cover)	
Comments:	
eAppealSolutions c/o Dr. John Smith	
<b>This Fax Transmittal shall only include additional information for Appeal 1234 ONLY</b>	



Figure 21

700

The screenshot shows the eAppealSolutions website interface. At the top, the logo 'eappealsolutions' is displayed with the tagline 'Appeals Made Easy'. Navigation links include 'Home', 'About Us', 'Contact Us', and 'Logout'. A user login area shows 'USER: dmsmith'. Below the navigation bar, there are tabs for 'New Appeal', 'Upload HCFA 1500', 'Pending Appeal', '1st Level Appeal', and '2nd Level Appeal'. The 'Upload HCFA 1500' tab is selected. The main heading is 'Upload New HCFA 1500 Appeals', followed by the text 'Welcome to your eAppealSolution upload page.' Below this is a form with the label 'Name of file do you want to submit:'. The form contains a text input field, a 'Browse...' button, and two buttons at the bottom: 'Upload' and 'Reset'. At the bottom of the page, there are links for 'Privacy Statement' and 'Legal Statement'.

**eappealsolutions**  
Appeals Made Easy

Home About Us Contact Us Logout

USER: dmsmith

New Appeal Upload HCFA 1500 Pending Appeal 1st Level Appeal 2nd Level Appeal

## Upload New HCFA 1500 Appeals

Welcome to your eAppealSolution upload page.

Name of file do you want to submit:

Browse...

Upload Reset

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